

09/607,914

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

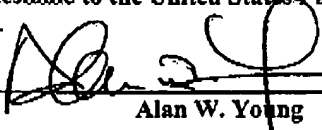
In re application of: CHENG
Serial Number: 09/607,914
Filing Date: June 29, 2000
Title: METHODS AND SYSTEMS FOR
CUSTOMER LIFECYCLE
DEFINITION AND CATEGORIZATION

Group Art Unit No.: 3623
Examiner: SHAFFER
Att'y Docket: ORCL5638

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CERTIFICATE OF TRANSMISSION

I hereby certify that this Amendment and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office TC3600 Fax No. 703-872-9327 on October 30, 2003.


Alan W. Young

Oct. 30, 2003
Date

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Honorable Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

OFFICIAL

AMENDMENT AFTER FINAL REJECTION

Sir:

The present amendment is responsive to the Office Action issued July 2, 2003.

Amendments to the claims may be found beginning at page 2 of this paper.

Remarks and arguments may be found beginning at page 11 of this paper.

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